



STATE OF MONTANA DEPARTMENT OF REVENUE JOB PROFILE

Working Title
Residential Appraiser

Job Code Title
Tax Appraiser

Pay Band
4a

Job Code Number
132214

Property Assessment Division
Regional Offices

Fair Labor Standards Act
Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state liquor stores and agencies and administers the laws governing the sale, taxation, and licensing of alcoholic beverages; and returns unclaimed property to its rightful owners.

The Property Assessment Division is responsible for administering Montana's property tax laws, including the valuation and assessment of real and personal property throughout the state for property tax purposes. The division is responsible for ensuring that all classes of property in the state are valued uniformly and equally throughout the state. The work of the division is critical to the operation of local governments, since the resulting valuation is used annually to fund important services provided by local government, including public schools, law enforcement, fire protection, road and bridge construction and maintenance, transportation, weed control, and public assistance. The functions of the division are performed by staff statewide in four regions with offices in each of the 56 counties and Central Office located in Helena.

Job Responsibilities

The Residential Appraiser conducts property reviews and discoveries, data research, and field appraisals and inspections to determine final valuation of residential properties; assists in the discovery, listing, and analysis of residential properties; analyzes, assesses, and reclassifies land uses; and assists with specification, calibration, and benchmarking of land models, sales comparisons, and property characteristics. The incumbent also coordinates and provides a range of specialized services in support of ongoing program operations and activities including responding to taxpayer inquiries; explaining appraisal activities; dispute resolution; and participating in appeal hearings. The position reports to an area manager and does not supervise other staff.

• Property Appraisals 75%

1. Conducts property reviews and discoveries to identify and recommend appraisal needs and priorities. Reviews tax records, land use, improvements, valuation documents and other information; identifies properties for appraisal; and recommends priorities based on property use, value, location, and other characteristics.
2. Researches and analyzes individual residential property characteristics to estimate the impacts on property values. Examines site and improvement data, sanitation regulations, zoning, planning, covenants and deed restrictions, and other technical and legal documentation. Compiles and analyzes construction cost data and determines the effects on property values.

3. Conducts field appraisals and site inspections of subject properties and comparable sales to identify valuation factors and collect data required for maps, plats, and sketches used in appraisals. Determines the primary use of appraised properties; documents professional assumptions and limiting conditions; determines comparable sales data and adjustments to valuations; and estimates the value of site improvements.
 4. Analyzes and evaluates appraisal information to determine final value of properties. Determines appropriate appraisal methods (cost, market, and income) for residential properties; verifies information in title and ownership data, inspection reports, market models, and other sources; and determines final values.
 5. Analyzes, assesses, and reclassifies properties according to primary use (residential, agricultural, commercial).
 6. Assists higher level appraisers in the discovery, listing, and analysis of other types of property such as agricultural, forestland, and commercial properties. Compiles title, ownership, and financial data. Reviews property characteristics, inspection reports, market models, and other information and recommends valuations and adjustments. Coordinates with other appraisers to analyze and evaluate complex or ambiguous income and expense data associated with commercial appraisals.
- **Taxpayer and Program Support Services 20%**
 1. Participates in dispute resolution to evaluate challenges, complaints, and contentions regarding appraisal methods, procedures, and determinations. Coordinates with taxpayers, division appraisers, supervisors, and others to evaluate disputes, justify or modify conclusions, and promote consensus.
 2. Responds to taxpayer inquiries regarding appraisal procedures and results, references and referrals, statutory requirements, and other issues. Responds directly to questions within areas of expertise or refers inquiries to appropriate staff.
 3. Contacts taxpayers to advise them of informational needs, appraisal activities, support services, and other issues. Maintains progress reports to track compliance activities and taxpayer services.
 4. Represents the department in appeal hearings to provide accurate and complete information regarding appraisals. Explains and defends appraisal methods, procedures, and final value determinations. May also provide supporting research, analysis, and reporting to other appraisers involved with appeals.
 5. Assists with sales comparison, land model specification and calibration, and appraisal benchmarking by applying regression analyses and Computer-Assisted Land Pricing (CALP) functions to neighborhoods and geographic areas. Maintains source data to ensure that models reflect current trends and influences on valuation.
 - **Other Duties 5%**
 1. This position performs a variety of other duties as assigned by supervisors.

Job Requirements

To perform successfully as a residential appraiser the incumbent must be self-motivated; possess a strong work ethic; maintain a positive attitude; and enjoy working with, and for, the public. It is essential that incumbent has deductive and inductive reasoning abilities to solve complex problems. Skills in analyzing technical and legal documents; researching and synthesizing data from multiple sources; resolving conflict situations with taxpayers and others; multi-tasking; paying attention to details and accuracy; managing multiple priorities under tight deadlines; providing timely and effective written, verbal, and interpersonal communication; customer service; following written and oral directions and instructions; and word processing, spreadsheet and database applications are required. Incumbent is required to resolve problems and accept responsibility for decisions. This position works with confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job.

This position requires knowledge of appraisal and assessment methods, procedures, and standards; property classification; appeals processes; mathematical and statistical calculations; land records analysis; word processing, spreadsheet, database, and specialized software applications; and applicable state and federal statutes, administrative rules, policies, and procedures.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is two years of post-secondary education or vocational training in appraisal, construction, agriculture, or related field and two years of real estate job-related experience. Montana certification in residential property appraisal is required.
 - One year of experience should be in real estate, construction, agriculture, forestry, surveying, or related field.
 - Other combinations of education and experience will be evaluated on an individual basis.

Department Core Values

- **Respect:** As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.
- **Integrity:** Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.
- **Productivity:** Consistently strives to minimize the waste of the department's financial, facilities, and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues, and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.
- **Teamwork:** Maximizes cooperation and teamwork when working with other employees, divisions, and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents, and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

Working Conditions

Must work under time constraints, be able to maintain numerous projects at one time, and determine priorities on a daily basis. At times, the incumbent will deal with angry, hostile, and difficult individuals to resolve concerns or to bring about compliance with regulations. This may cause stressful work conditions and a high degree of mental stress. As a Department of Revenue employee, the incumbent may come into contact with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job. This position requires considerable computer and keyboard use and remaining seated for extended periods of time. Lifting and carrying is moderate up to 15 pounds to transport large numbers of files for field appraisals. Field appraisals involve travel at least 50% of the time, sometimes in adverse weather conditions and poor roads and require a valid Montana driver's license. Field appraisals may involve climbing ladders and stairs of multi-story structures; working outdoors in extremes of heat and cold; walking, bending, crawling, and negotiating uneven terrain, restrictive spaces, and fixed entry points (stairways, garage doors, etc.); and working in hazardous, dusty, or noisy areas. Work hours may exceed 40 hours per week from time to time. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

Special requirements

- Background Examination: Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.
- Compliance with All Appropriate Montana Tax Laws: An employee's tax status must be current.

This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.

Division Administrator Review: The statements in this job profile are accurate and complete.

Signature: Cynthia Monteau Moore, Division Administrator

Date: August 2010

Human Resource Director Review: The Office of Human Resources has reviewed this job profile.

Signature: JeanAnn Scheuer, Human Resources Director

Date: August 2010

Employee: My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: _____

Date: _____

Name (print): _____